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Part 1

The purpose of a job description

A job description includes stating the purpose, conditions and the responsibilities of a specific job. It is present in any recruitment you may undertake, deriving from an in-depth job analysis, a job description specifies what the job involves exactly. Therefore it is essential to also develop a person specification. 'Job description is all about collecting and recording basic job-related data that includes job title, job location, job summary, job duties, reporting information, working conditions, tools, machines and equipments to be used and hazards and risks involved in it.' - Written By the Management Study Guide Content Team - ManagementStudyGuide.com

<http://www.managementstudyguide.com/job-analysis-and-job-evaluation.htm>

A job description may also be used to advertise, and be sent to applicants that enquire about more information regarding a certain job. The job description is very accurate, and helps to present a fair image of what the job involves on a daily basis. This may also help an employer save time and money on interviews, as applicants can identify themselves if they are or not capable of doing the job, and unsuitable people will lure themselves out before reaching the interview.

The purpose of a person specification

A person or employee specification has the purpose of outlining the abilities and qualities that are necessary in order for a person to fit the specific job role. It is used as a basis of the selection process within recruitment, whilst going some way in order to provide evidence that the selection process is also fair. It is usually used to market the role, making shortlisting and selecting much simpler and the process more objective. This is due to the fact that all of the parties are clear of the qualities and skills being sought. 'Once a candidate has been chosen, the person specification makes the process of onboarding and training much more organised because you will already be aware of what the candidate is able to do. For example, if your specification required someone with excellent computer skills as being essential to the role then you would only need to give a brief induction to the computer systems of your business.' -

<https://www.reedglobal.com/blog/2017/07/the-purpose-of-a-person-specification>

Part 2

Sales Assistant CV

Cristina Cozma

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PERSONAL STATEMENT

A devoted, customer-focused Sales Assistant with a number of sales experience and a positive attitude. Good communication skills and forming trust relationships with customers as well as presenting the most apt services and products, and meeting customers needs. Able to work well under pressured on own initiative, with a proven record of contributing to process improvements. Resilient and confident, and works well under pressure. Looking for a role within a company in which to use acquired skills and experiences.

KEY ACHIEVEMENTS

Achieved Best Sales Associate in the first 2 months at the company

Won top seller prize for 3 months in a row, achieving more than 170% of monthly targets

EMPLOYMENT HISTORY

Retail Sales Assistant

Takes a supervisory role on a day-to-day basis, in a fast-paced retail environment

Achieves personal sales targets in line with KPI objectives

Supports Store Manager with recruitment and providing on-the-job training

Creates a welcoming environment and provides excellent customer service including learning about products

Sales Assistant

Managed stock; stocked shelves

Served and assisted customers on checkouts

Answered the phone and helped with enquiries/complaints, whilst remaining professional at all times

Helped train new members of staff

Worked on tasting stalls

EDUCATION

Nr 7 Primary and Secondary School in Onesti Romania

September 1987- June 1995

Scoala Nr 1 (Number 1 college school) in Onesti Romania - Hospitality

September 1996- Iunie 1998

I completed the course and I obtained the degree for hospitality.

ADDITIONAL SKILLS

Software:

PowerPoint, Word, Excel and Outlook

Advanced IT skills including working in Microsoft programmes and managing spreadsheets

Good communicating skills with others and knowing how to approach people

Clear language (both writing and spoken)

Skills in working within society and helping the ones in need

Good organisational skills and punctuality

INTERESTS

Arranging activities with family and friends, going to the gym, health and wellbeing, learning new things

REFERENCES ON REQUEST

Competency statement - STAR model

Time management

One specific time when I had to use my time management effectively was when I had to work within a group in order to complete the tasks that each one of us were designated, at an event organised in the hotel that I have been working at. At the time I was working as a waitress, and the event we had organised was a wedding with over 1000 guests. My task was to make sure that all the members of the team respected their roles and fulfilled them successfully, whilst keeping an eye on the time to make sure everything was punctual. I dealt with this under pressure and I made sure that I have the correct equipment in order to track time. I also, before the event started, completed a time schedule with all the tasks and priorities, which also included at what time certain things such as when the first meal should be served, and how long each task will take to be completed. This helped because everyone knew exactly what time they had to start a new task, and it kept them motivated to finish faster, therefore I had a lot of time left to make sure that each task was completed successfully. In result, the event run smoothly and we had many recommendations in our name, we then received more and more requests for hosting events at the hotel.

Team working

Within my working experience I have come across many different people. Mostly, when working in a team, everyone I have worked with are cooperative and there were no problems. However at one point, having to work in a team became a slight barrier. I was designated the role of keeping track of the hotel rooms that are being offered service, and also to equally distribute them between employees within the team. The problem that came up was that one of the team members refused to do the work, complaining about the amount of it. To solve this, I have decided to call all the employees in a team meeting, and talked to them about responsibilities, explaining to them how each and every employee has been assigned equal work, so that no differences were made. I have chosen to generally speak to all of them so that the mentioned person does not feel like it is directed to them only, also, this meant that it will prevent other members of the team complaining in the future. In result, everyone has managed to accept their part of work and successfully complete it without further problems.

References

Websites used:

- <https://www.enterprisealive.co.uk/connect-with-us/tips-on-using-the-star-technique-to-answer-job-interview-questions/>
- <https://www.prospects.ac.uk/careers-advice/cvs-and-cover-letters/how-to-write-a-cv>

Readings:

- Seely, J. (2005) Oxford Guide to Effective Writing and Speaking (2nd edition). Oxford: Open University Press.
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- Marsh, R. (2012) Skills for Employability Part One: Pre-employment, Christal Pub.